

# REQUEST FOR PROPOSALS

## PART A\*



Department of Executive Services  
Finance and Business Operations Division  
**Procurement and Contract Services Section**  
206-684-1681 TTY Relay: 711

Advertised Date: **April 27, 2006**

RFP Title: **Transit Interactive Voice Response System**

RFP Number: **05-136 KAH**

Due Date: **June 8, 2006 - 2:00 P.M.**

Buyer: Kathleen Hilliard, [kathleen.hilliard@metrokc.gov](mailto:kathleen.hilliard@metrokc.gov), 206-263-4274

*This Contract will be funded in part by the Federal Transit Administration (FTA). Neither FTA nor the Federal Government is party to any sub-agreement nor to any solicitation or requests for proposals.*

We acknowledge that **Addenda numbered** \_\_\_\_\_ **to** \_\_\_\_\_ have been delivered to us and have been examined as part of the Contract documents.

### Pre-proposal Conference:

A conference to discuss questions related to this RFP shall be held at King County Metro's King Street Center, 3<sup>rd</sup> Floor, 201 South Jackson Street, Seattle, WA. 98104, Conference room 3D/3E, on May 15, 2006 at (1:00 p. m.)

To call into the Pre-proposal Conference via telephone, call 206-296-0105.

Proposals are hereby solicited and will **ONLY** be received by:

**King County Procurement Services Section**  
**Exchange Building, 8<sup>th</sup> Floor**  
**M/S EXE-ES-0871**  
**821 Second Avenue**  
**Seattle, WA 98104-1598**

Office Hours: 8:00 a.m. - 5:00 p.m.  
Monday - Friday

### \*Note: This RFP consists of Three Parts:

**Part A – Instructions and Information about the RFP Process**

**Part B – The Contract King County intends to enter with the selected Proposer.**

**Part C – The Scope of Work, Proposal Requirements and Questions.**

Company Name

Address

City / State / Postal Code

Signature

Authorized Representative / Title

Email

Phone

Fax

Delivery guaranteed: ☐ Yes ☐ No

Days after order:

Prompt Payment Discount Terms:

\_\_\_\_\_%-\_\_\_\_Days, Net \_\_\_\_\_

This Request for Proposal will be provided in alternative formats such as Braille, large print, audio cassette or computer disk for individuals with disabilities upon request.



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ENCLOSURE:

[Proposal Submittal Label](#)



## DEFINITION OF WORDS AND TERMS APPLICABLE ONLY TO PART A THE RFP

Words and terms applicable to the Contract are defined in Part B

Words and terms shall be given their ordinary and usual meanings. Where used in the Contract documents, the following words and terms shall have the meanings indicated. The meanings shall be applicable to the singular, plural, masculine, feminine and neuter of the words and terms.

Addendum/Addenda: Written additions, deletions, clarification, interpretations, modifications or corrections to the solicitation documents issued by the County during the Proposal period and prior to contract award.

Best and Final Offer: Best and Final Offer shall consist of the Proposer's revised proposal and any supplemental information requested during the evaluation of Proposals. In the event of any conflict or inconsistency in the items submitted by the Proposer, the items submitted last govern.

Competitive Range: The Competitive Range consists of the Proposers that have a reasonable chance of selection for contract award. The Proposal Evaluators (PE) shall conduct the initial evaluation of the proposals considering price and Evaluation Factors established in the RFP. The Buyer and Project Manager/PE together shall compare the evaluations and determine the Competitive Range. The Competitive Range may be reduced after the evaluation of additional information, Best and Final Offers and negotiations.

Criteria, Evaluation Criteria or Evaluation Factors: The elements cited in the RFP that the County shall examine to determine the Proposers understanding of the requirements; technical, business and management approach; key personnel; qualification and experience of the Proposer; potential for successfully accomplishing the Contract; risk allocation and the probable cost to the County.

Proposal Evaluators (PE): Team of people appointed by the County to evaluate the proposals, conduct discussions, call for Best and Final Offers, score the proposals and make recommendations.

Proposer: Individual, association, partnership, firm, company, corporation or a combination thereof, including joint ventures, submitting a proposal to perform the Work.

RFP: Request for Proposals. Also known as the solicitation document.

Reference Documents: Reports, Specifications, and drawings that are available to Proposers for information and reference in preparing proposals but not as part of this Contract.



## SECTION 1 PROPOSAL PREPARATION

### 1.1 Introduction

King County Metro Transit, hereafter called "KCM" is initiating this Request for Proposal (RFP) to solicit proposals from a qualified company to provide a comprehensive IVR System to provide automated transit schedule information and call distribution for the public.

This project will include design, interface development, installation, configuration, testing, training and production deployment of a single mode, fully populated IVR system. Development of the data interface will be in collaboration with King County IT. The objectives of the project are to provide the public an accurate means of obtaining necessary transit information via telephone, to provide the internal transit administrators with tools and procedures to effectively manage the required information, and to ensure a technologically maintainable and supportable system.

The resulting Contract is expected to include IVR system related hardware and software, consultation training, documentation, maintenance and warranties.

The IVR System will be installed and maintained at a location of KCM's choice within the city of Seattle.

### 1.2 Proposal Submission

A. Proposals shall contain all required attachments and information, be sealed and submitted to the County (hereinafter "County"), Procurement and Contract Services Section, Mailstop EXC-FI-0871, Eighth Floor, Exchange Building, 821 Second Avenue, Seattle, Washington 98104-1598 no later than \_\_\_\_\_ a.m./p.m. Seattle time on proposal submittal date.

B. Proposals shall only be accepted from a Contractor or a joint venture submitting a single proposal.

Note: This RFP is available on the Web at <http://www.metrokc.gov/procurement> and by choosing the "RFPs, RFQs, ITBs" menu tab, then click the "New" menu tab, then click on "Goods & Services", and look for RFP 05-136 KAH. Persons who copy the document from the Internet shall inform \_\_\_\_\_ that they have received the document. If they fail to inform \_\_\_\_\_, they shall not be notified of Addenda as issued.

### 1.3 Proposal Signature

Each proposal shall include a completed Proposal response form, the first page of this document, signed by an authorized representative of the Proposer.

### 1.4 Addenda

At any time, if the County changes, deletes, revises, clarifies, increases, or otherwise modifies the RFP, the County shall issue a written Addendum to the RFP.

In considering which firms to notify by Addendum, the County shall consider the stage in the procurement process at which the change occurs and the magnitude of the change, as follows:

A. If proposals are not yet due, the Addendum shall be sent to all firms that have received the RFP or acknowledged receipt of the RFP from the web site. (See Part A, Subsection 1-2 for location of Addenda on King County Web.)

B. If the time for receipt of proposals has passed, the Addendum shall be sent only to Proposers with proposals submitted on time to the County.



- C. If the proposals have been evaluated, only those proposals determined to be within the competitive range shall receive an Addendum.
- D. The County reserves the right to extend the proposal submission period or may cancel the original RFP and may issue a new one, regardless of the stage of the procurement process. The new solicitation shall be issued to all firms originally solicited and to any firms added to the Proposers list.

### **1.5 Interpretation of Proposal and Contract Documents**

No oral interpretations as to the meaning of the RFP shall be made to any Proposer. Requests for a written interpretation shall be made in writing and delivered, faxed or e-mailed to the Buyer at the County's Procurement Services Division at the location indicated in Part A, Subsection 1-7 at least ten (10) Days before the date established for submitting proposals.

Proposers shall not rely upon any oral statements or conversations with County employees at the preproposal conference. Any interpretation deemed necessary by the County shall be in the form of an addendum to the RFP and when issued shall be delivered as promptly as is practicable to all parties to whom the RFP has been issued. Addenda will be processed in accordance with Part A, Subsection 1-4.

### **1.6 Schedule**

<u>Day/Month/Year</u>	<u>Event</u>
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April 27, 2006.....	Public announcement of Request for Proposals
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May 9, 2006 .....	Preproposal questions due, in writing..... Part A, Subsection 1-8
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May 15, 2006 .....	Preproposal conference (time and location)..... Part A, Subsection 1-8
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June 8, 2006 .....	Proposals due ..... Part A, Subsection 1-2
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June 22, 2006 .....	Evaluation/Negotiation of Proposals begins. .... Part A, Section 2
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**PROPOSALS NOT WITHIN THE COMPETITIVE RANGE SHALL BE ELIMINATED FROM THE SELECTION PROCESS.**

\*September 14, 2006 Evaluation/negotiation complete

\*November 30, 2006 Execute Contract and issue Notice to Proceed

\*NOTE: Dates preceded by an asterisk are estimated dates. Estimated dates are for information only.

### **1.7 Inquiries**

Inquiries concerning the procurement process shall be directed to Kathleen Hilliard at e-mail address: [kathleen.hilliard@metrokc.gov](mailto:kathleen.hilliard@metrokc.gov) or at phone number (206) 263-4274 or FAX number (206) 684-1470 or in writing to the County's Procurement & Contract Services Section, Eighth floor, Exchange Building, Mailstop EXC-FI-0871, 821 Second Avenue, Seattle, WA 98104-1598.

COMMUNICATIONS CONCERNING THIS RFP, WITH OTHER THAN THE LISTED BUYER MAY CAUSE THE PROPOSER TO BE DISQUALIFIED.

### **1.8 Preproposal Conference**

A non-mandatory preproposal conference shall be held at 1:00 p.m. on Monday, May 15, 2006 at the King Street Center, 3rd Floor, 201 South Jackson Street, Seattle, WA. 98104, Conference room 3-



D/E. All prospective Proposers are strongly encouraged to attend. The intent of the preproposal conference is to assist the Proposers to more fully understand the requirements of this RFP. Proposers are encouraged to submit questions in advance to enable the County to prepare responses; these questions should be E-mailed to the Buyer before the close of business May 9, 2006. Questions will be encouraged during the preproposal conference also.

### **1.9 Examination of Proposal and Contract Documents**

- A. The submission of a proposal shall constitute an acknowledgment upon which the County may rely that the Proposer has thoroughly examined and is familiar with the RFP, including any work site identified in the RFP, and has reviewed and inspected all applicable statutes, regulations, ordinances and resolutions addressing or relating to the goods and services to be Provided hereunder.
- B. The failure or neglect of a Proposer to receive or examine such documents, work sites, statutes, regulations, ordinances or resolutions shall in no way relieve the Proposer from any obligations with respect to its proposal or to any Contract awarded pursuant to this RFP. No claim for additional compensation shall be allowed which is based upon a lack of knowledge or misunderstanding of this RFP, work sites, statutes, regulations, ordinances or resolutions.

### **1.10 Cost of Proposals**

The County is not liable for any costs incurred by Proposers in the preparation, presentation, testing or negotiation of proposals submitted in response to this RFP.

### **1.11 Modification or Withdrawal of Proposals Prior to Proposal Due Date**

At any time before the time and date set for submittal of proposals, a Proposer may request to withdraw or modify its proposal. Such a request shall be in writing signed by an authorized representative of Proposer as identified in the Proposal response form. All proposal modifications shall be made in writing, executed and submitted in the same form and manner as the original proposal.

### **1.12 Error and Administrative Corrections**

The County shall not be responsible for any errors in proposals. Proposers shall only be allowed to alter proposals after the submittal deadline in response to requests for clarifications or Best and Final Offers by the County.

The County reserves the rights to allow corrections or amendments to be made that are due to minor administrative errors or irregularities, such as errors in typing, transposition or similar administrative errors.

### **1.13 Compliance with RFP Terms, Attachments and Addenda**

- A. The County intends to award a Contract based on the terms, conditions, attachments and addenda contained in this RFP. Proposers shall submit proposals, which respond to the requirements of the RFP.
- B. Proposers are strongly advised to not take exceptions to the terms, conditions, attachments and addenda; exceptions may result in rejection of the proposal. Proposers shall submit proposals, which respond to the requirements of the RFP. An exception is not a response to a proposal requirement. If an exception is taken, a 'Notice of Exception' must be submitted with



the proposal. The 'Notice of Exception' must identify the specific point or points of exception and Provide an alternative. (For submittal information see PART A Subsection 1-15 following).

- C. The County reserves the right to reject any proposal for any reason including, but not limited to, the following –
- **Any proposal, which is: a) incomplete, b) obscure, c) irregular or d) lacking necessary detail and specificity;**
  - **Any proposal that has any a) qualification, b) limitation, c) exception or d) provision attached to the proposal;**
  - **Any proposal from Proposers who (in the sole judgment of the County) lack the a) qualifications or b) responsibility necessary to perform the Work;**
  - **Any proposal submitted by a Proposer which is not registered or licensed as may be required by the laws of the state of Washington or local government agencies;**
  - **Any proposal, from Proposers who are not approved as being compliant with the requirements for equal employment opportunity; and**
  - **Any proposal for which a Proposer fails or neglects to complete and submit any qualifications information within the time specified by the County.**
- D. The County may, at its sole discretion, determine that a proposal with a 'Notice of Exception' merits evaluation. However, the competitive score shall be reduced to reflect the importance of the exception. Evaluation and negotiation shall only continue with the Proposer if the County determines that the proposal continues to be advantageous to the County.
- E. In consideration for the County's review and evaluation of its proposal, the Proposer waives and releases any claims against the County arising from any rejection of any or all proposals, including any claim for costs incurred by Proposers in the preparation and presentation of proposals submitted in response to this RFP.
- F. Proposals shall address all requirements identified in this RFP. In addition, the County may consider proposal alternatives submitted by Proposers that Provide cost savings or enhancements beyond the RFP requirements. Proposal alternatives may be considered if deemed to be in the County's best interests. Proposal alternatives shall be clearly identified.

#### **1.14 Proposal Content Requirements**

- A. The proposal shall contain the following items and follow the exact sequence outlined below:
1. Optional – Executive Summary or Overview of Proposal – two pages maximum.
  2. Proposals shall respond to the RFP questions listed in Part C, Section 3, Subsections 1-6.
  3. Attachments:
    - [Cover](#)
    - [Part C, Section 3, Subsection 7- ..... Price Proposal](#)
    - [Attachment H..... Buy America Certificate](#)
    - [Attachment H-1..... Buy America Certificate for Rolling Stock or Associated Equipment.](#)
- Brochures, booklets or other sales material may be attached to the Proposals (optional).*



- B. Submit six (6) copies of the proposal and attachments. One original [marked ORIGINAL] shall be unbound to facilitate reproduction. In addition Proposers shall submit with their proposal a CD or DVD of the proposal, or e-mail a zipped copy of the proposal to the Buyer after the proposals have been opened.

#### **1.15 Forms Required before Contract Signing**

- A. The following completed forms are to be submitted with the proposal. They are available at <http://metrokc.gov/procurement/forms/gs.aspx>

- Attachment C* - Equal Benefit Worksheet and Declaration Form  
[http://www.metrokc.gov/procurement/documents/U\\_042\\_EB\\_Worksheet\\_Declaration.pdf](http://www.metrokc.gov/procurement/documents/U_042_EB_Worksheet_Declaration.pdf)
- Attachment D* - Personnel Inventory Report – Complete, sign and submit.  
[http://www.metrokc.gov/procurement/documents/IBIS\\_Attachments/ATTACHMENTD\\_Personnel\\_Inventory.doc](http://www.metrokc.gov/procurement/documents/IBIS_Attachments/ATTACHMENTD_Personnel_Inventory.doc)
- Attachment E* - Affidavit and Certificate of Compliance Regarding Equal Employment Opportunity – Complete, sign and submit.  
[http://www.metrokc.gov/procurement/documents/IBIS\\_Attachments/ATTACHMENTE\\_CertificateOfCompliance.doc](http://www.metrokc.gov/procurement/documents/IBIS_Attachments/ATTACHMENTE_CertificateOfCompliance.doc)
- Attachment M* - Consultant Disclosure Form  
[http://www.metrokc.gov/procurement/documents/U\\_019\\_Consultant\\_Disclosure\\_Form.doc](http://www.metrokc.gov/procurement/documents/U_019_Consultant_Disclosure_Form.doc)
- Attachment N* - 504/ADA Assurance of Compliance – Complete and submit.  
Attachment  
[http://www.metrokc.gov/procurement/documents/U\\_027\\_504\\_ADA\\_Compliance.doc](http://www.metrokc.gov/procurement/documents/U_027_504_ADA_Compliance.doc)

- B. Insurance and Endorsement Form

#### **1.16 Collusion**

If the County determines that collusion has occurred among Proposers, none of the proposals from the participants in such collusion shall be considered. The County's determination shall be final.

#### **1.17 Proposal Price and Effective Date**

- A. The proposal price shall include everything necessary for the prosecution and completion of Work under the Contract including but not limited to furnishing all materials, equipment, supplies, tools, plant and other facilities and all management, supervision, labor and service, except as may be Provided otherwise in this RFP. Proposed Prices shall include all freight charges, FOB to the designated delivery point. Washington State sales/use taxes and Federal excise taxes shall not be included in the proposal price. The County shall pay any Washington State sales/use taxes applicable to the Contract price or tender an appropriate amount to the Contractor for payment to Washington State. The County is exempt from Federal excise taxes. All other government taxes, duties, fees, royalties, assessments and charges shall be included in the Proposal price.
- B. In the event of a discrepancy between the unit price and the extended amount for a proposal item, the County reserves the right to clarify the Proposal.
- C. The proposal shall remain in effect for **365** Days after the proposal due date.



## **1.18 Procedure When Only One Proposal Is Received**

If the County receives a single responsive, responsible and advantageous proposal, the County shall have the right, in its sole discretion, to extend the proposal due date to conduct any or all of the following with the Proposer: price analysis, clarifications, discussions or negotiations. The Proposer shall promptly Provide all pricing data, documentation and explanation requested by the County to assist in such analysis. By conducting such analysis, the County shall not be obligated to accept the single proposal; the County reserves the right to reject such proposal or any portion thereof.

## **1.19 Protest Procedures**

- A. Form of Protest: In order to be considered, a protest shall be in writing, addressed to the Manager of the King County Procurement and Contract Services Section of the Department of Executive Services, and include:
1. The name, address, and phone number of the Proposer protesting, or the authorized representative of the Proposer;
  2. The proposal RFP Number and title under which the protest is submitted;
  3. A detailed description of the specific grounds for protest and any supporting documentation. It is the responsibility of the protesting Proposer to supplement its protest with any subsequently discovered documents prior to the Manager's decision; and
  4. The specific ruling or relief requested.
- B. Who May Protest:
1. Protests prior to proposal due date based on Scope of Work or other terms in the RFP document -- any prospective Proposer.
  2. Protests following Proposal due date -- any Proposer submitting a proposal on time.
- C. Time to Protest. Protests based on Scope of Work or other terms in the RFP document shall be received by the County no later than ten (10) Days prior to the date established for submittal of proposals. The County shall receive protests based on other circumstances within five (5) Days after the protesting Proposer knows or should have known of the facts and circumstances upon which the protest is based. In no event shall a protest be considered if all proposals are rejected or after award of the Contract.
- D. Determination of Protest. Upon receipt of a timely written protest, the Procurement Manager shall investigate the protest and shall respond in writing to the protest prior to the award of Contract. Except as provided below, the decision of the Procurement Manager shall be final.
- E. Reconsideration of Manager's Decision. A financially interested Proposer or Contractor may request that a Manager's adverse decision be reviewed by the Director of the King County Finance and Business Operations Division ("Director") on a reconsideration basis only. The only justifications for reconsideration are (1) new data, relevant to the underlying grounds for protest and unavailable at the time of the protest to the Manager; or (2) the Manager made an error of law or regulation. The following procedures shall be followed for a reconsideration of the Manager's decision:
1. Form of Request for Reconsideration. In order to be considered, a Request for Reconsideration shall be filed with the Director in writing and include:
    - a. Name, address, and telephone number of the Person protesting or their authorized representative;



- b. A copy of the written decision of the Manager; and
  - c. Justification for a reconsideration by the Director, including all pertinent facts and law on which the Proposer is relying.
- 2. Time for filing Request for Reconsideration. The financially interested Proposer shall file the Request for Reconsideration no later than five calendar Days of receiving the Procurement Manager's decision.
  - 3. Review of Manager's Decision. Upon receipt of a Request for Reconsideration, The Director or his/her designee shall review (1) the information submitted to and reviewed by the Manager and (2) the decision of the Manager, and shall thereafter issue a final determination regarding the Request for Reconsideration. No other information shall be reviewed unless the basis for the request for reconsideration is new data.
- F. Failure To Comply: Failure to comply with the procedures set forth herein may render a protest untimely or inadequate and may result in rejection thereof by the County.

#### **1.20 Supported Employment Program**

The County encourages the creation of supported employment programs for developmentally and/or severely disabled individuals. The County itself has such a program and is actively seeking to do business with those Contractors and Consultants that share this employment approach. If your firm has such a program, or intends to develop such a program during the life of this Contract, please submit Documentation supporting this claim with your proposal. If you have questions, or need additional information, please contact the Community and Human Services Division, Developmental Disabilities Division, 206-296-5268.

#### **1.21 Compliance With Section 504 Of The Rehabilitation Act Of 1973**

For all contracts providing consulting, maintenance, training or other services, the Proposer shall complete a Disability Self-Evaluation Questionnaire, Attachment N. The 504/ADA Disability Assurance of Compliance will cover all programs and services offered (including any services not subject to this Contract) for compliance with Section 504 of the Rehabilitation Act of 1973, as amended ("504"), and the Americans with Disabilities Act of 1990 ("ADA"). The Proposer shall complete a 504/ADA Disability Assurance of Compliance within ten (10) Days after receiving written notice of selection. The Proposer shall retain a copy of the completed 504/ADA and submit to the Buyer the original final two (2) signed pages titled "504/ADA Disability Assurance of Compliance", which will be attached to the Contract.



## **SECTION 2 PROPOSAL EVALUATION AND CONTRACT AWARD**

### **2.1 General**

Proposals shall be evaluated and ranked by the Proposal Evaluators (PEs) on the basis of the criteria established in this RFP. The PEs shall evaluate the proposals submitted in response to the RFP, conduct fact finding, discussions/negotiations, request Best and Final Offers and determine which proposal is the most advantageous to the County for Contract award. The PE's recommendation is subject to review and approval.

### **2.2 Proposal Evaluation**

- A. The PEs shall evaluate each proposal using the criteria set forth in this RFP. If deemed necessary by the PEs, written and/or oral discussions, site visits or any other type of clarification of proposal information may be conducted with those Proposers whose proposals are found to be potentially acceptable. Identified deficiencies, technical requirements, terms and conditions of the RFP, costs or prices, and suspected mistakes may be included among the items for discussion. The discussions are intended to give Proposers a reasonable opportunity to resolve deficiencies, uncertainties and suspected mistakes as requested by the PEs and to make the cost, pricing or technical revisions required by the resulting changes. In addition, the County may request additional business and administrative information.
- B. The PEs may find that a Proposer appears fully qualified to perform the Contract or it may require additional information or actions from a Proposer. In the event the PE determines that the proposal is not within the Competitive Range the PE shall eliminate the proposal from further consideration.
- C. Upon completion of discussions, the PE may issue to all remaining potentially acceptable Proposers a request for Best and Final Offers. The request shall include notice that discussions are concluded, an invitation to submit a revised proposal with a Best and Final Offer, and a new submittal date and time.
- D. The County reserves the right to make a Contract award without written and/or oral discussions with the Proposers and without an opportunity to submit Best and Final Offers when deemed to be in the County's best interests.

### **2.3 Evaluation of Responsiveness and Responsibility**

Part of the evaluation process involves a determination of responsiveness and responsibility. The County may request that the Proposer Provide additional information, explanation and Documentation to be used in the determination. The requests for information can occur at any point in the evaluation process. The additional information shall normally be in the following subject areas:

#### **A. Responsiveness**

The County shall consider all the material submitted by the Proposer to determine whether the Proposer's offering is in compliance with the terms and conditions set forth in this RFP.

#### **B. Responsibility**

- 1. The County shall consider all the material submitted by the Proposer, and other evidence it may obtain otherwise, to determine whether the Proposer is capable of and has a history of successfully completing contracts of this type. This may include requiring the Proposer to Provide references from customers who have been Provided the same or equivalent Goods or Services. References shall include the names and addresses of the parties to whom such goods or Services were Provided and the name and phone number of contact Persons with such parties.
- 2. The following elements shall be given consideration by the County in determining whether a Proposer is responsible:



- a. The ability, capacity and skill of the Proposer to perform the Contract or Provide the service required;
  - b. The character, integrity, reputation, judgment and efficiency of the Proposer;
  - c. Whether the Proposer has the financial resources and experience to perform the Contract properly and within the times specified;
  - d. The quality and timeliness of performance by the Proposer on previous contracts with the County and with other third parties, including, but, not limited to, the relative costs, burdens, time and effort necessarily expended by the County and such governments and agencies in securing satisfactory performance and resolving claims;
  - e. The previous and existing compliance by the Proposer with laws relating to public contracts or Services, including, but not limited to, Disadvantaged Business Enterprise (DBE) and equal employment opportunity requirements;
  - f. The history of the Proposer in filing claims and litigation on prior projects involving the County or third parties; and
  - g. Such other information having a bearing on the decision to award the Contract.
3. Financial Resources

Submit proof of adequate financial resources which would be available to the Proposer for the prosecution and completion of the Work as required. Refusal to provide such information when requested shall cause the proposal to be rejected.

When requested, the required financial information shall include:

- a. Audited financial statements such as balance sheets, statements of income, statements of cash flow and stockholders' equity for each of the three most recently completed fiscal years, including notes to financial statements, independent accountants' reports and annual reports to stockholders;
- b. Documentation of an open line of credit or other arrangement with an established bank under which adequate financing would be available for prosecution and completion of the Work called for hereunder;
- c. Certification by the principal financial officer of or an independent accountant for the Proposer, stating that the Proposer has adequate financial resources for the prosecution and completion of the Work called for hereunder; and
- d. The names, addresses and telephone numbers of at least one contact in the company's principal financial or banking organization and its independent auditor.
- e. Acceptable evidence of its ability to perform, such as firm commitments by Subcontractors, equipment, supplies and facilities, and the Proposer's ability to obtain the necessary personnel.

## **2.4 Evaluation Criteria**

- A. The PE shall score each proposal on the completeness and adequacy of the Proposer's responses and on additional available relevant information. The criteria, listed in PART A, Subsection 2.5 below are weighted in accordance with the points available in their category and are the basis for evaluation of proposals.



- B. Although all elements of a proposal are important, certain aspects of the proposal may be more heavily considered than others. The County is not required to select the proposal with the lowest cost. The County shall select the proposal(s) that, in the County's sole discretion, is/are the most advantageous to the County, all factors considered.
- C. The evaluation of proposals may also include criteria addressed elsewhere in the RFP.

## 2.5 Proposal Scoring

Proposals will be evaluated in two (2) Phases as follows:

Phase 1)

Proposal Questions	Evaluation Criteria	Points
Part C, Section 2, Subsection 1	Customer Interface	105
Part C, Section 2, Subsection 2	IVR System Administration	160
Part C, Section 2, Subsection 3	Data Requirements	70
Part C, Section 2, Subsection 4	Future Work	30
Part C, Section 2, Subsection 5	Administration and Documentation	105
Part C, Section 2, Subsection 6	Management Requirements	110
Part C, Section 2, Subsection 7	Pricing and Resources	200

Interview Questions of Clarification will be conducted to ensure proper understanding of Proposer's responses and finalize the evaluation scoring in Phase 1.

Proposers that remain within the competitive range after Phase 1 may be selected to go on to Phase 2 of the evaluation process.

Phase 2)

Finalists shall attend an on-site demonstration session (KC Metro's King Street Center, 3rd Floor, 201 South Jackson Street, Seattle, WA. 98104.) The demonstration shall be up to eight (8) hours in length and demonstrate how the proposed system meets the requirements in the RFP. KCM prefers that the proposed project team members be available for the demonstration. KCM also prefers the demonstration be customized to show the specific features as requested in the technical specifications. The testing will be in accordance with the technical requirements as follows:

1. The usability and characteristics of the customer interface.
2. The usability and functionality provided by the administrative interface.

Demonstration		<b>100</b>
<b>Total Points</b>		<b>880</b>



## **2.6 Competitive Range**

The evaluation of Proposers' proposals and additional information may result in successive reductions of the number of proposals that remain in the Competitive Range. If applicable to the procurement, the firms remaining in the Competitive Range may be invited to continue in the proposal evaluation process, and negotiations.

## **2.7 Negotiations**

The County may enter negotiations with one or more Proposers to finalize Contract terms and conditions. Negotiation of a Contract shall be in conformance with applicable federal, state and local laws, regulations and procedures. The objective of the negotiations shall be to reach agreement on all provisions of the proposed Contract. In the event negotiations are not successful, the County may reject proposals.

## **2.8 Contract Award**

Contract award, if any, shall be made by the County to the responsible Proposer whose proposal best meets the requirements of the RFP, and is most advantageous to the County, taking into consideration price and the other established evaluation factors. The County is not required to award a Contract to the Proposer offering the lowest price. The County shall have no obligations until a Contract is signed between the Proposer and the County. The County reserves the right to award one or more contracts as it determines to be in its best interest.

## **2.9 Insurance Requirements**

The Proposer to whom the County awards a Contract pursuant to this RFP shall file with the County evidence of insurance from insurer(s) satisfactory to the County certifying to the coverages of insurance set forth in this RFP. Such evidence of insurance shall be submitted and approved by the County before Contract execution. Refer to Part B Section 3 Insurance Requirements for further information.

Failure by the Proposer to submit satisfactory evidence of insurance shall result in rejection of the proposal.

## **2.10 Public Disclosure of Proposals**

This procurement is subject to the Washington Public Disclosure Act, RCW 42.17.250 *et seq.* Proposals submitted under this RFP shall be considered public documents unless the documents are exempt under the public disclosure laws. After the selection process has been concluded and a contract has been signed by both parties proposals shall be available for inspection and copying by the public

If a Proposer considers any portion of its proposal to be protected under the law, the Proposer shall clearly identify each such portion with words such as "CONFIDENTIAL," "PROPRIETARY" or "BUSINESS SECRET." If the County determines that the material is not exempt from public disclosure law, the County shall notify the Proposer of the request and allow the Proposer fifteen (15) Days to take whatever action it deems necessary to protect its interests. If the Proposer does not take such action within said period, the County shall release the portions of the proposal deemed subject to disclosure. By submitting a proposal, the Proposer assents to the procedure outlined in this subsection and shall have no claim against the County on account of actions taken under such procedure.



## PROPOSAL LABEL

Complete the form below (or reasonable facsimile) and affix to the exterior lower left hand corner of the submission envelope(s), box(es), etc.

<b>U R G E N T – SEALED PROPOSAL ENCLOSED</b> <b>Do Not Delay – Deliver Immediately</b>	
 <b>King County</b>	King County Procurement & Contract Services Section Exchange Building, 8 <sup>th</sup> Floor 821 2nd Ave., EXC-FI-0862 Seattle, WA 98104-1598
<b>U R G E N T</b>	<b>Proposal Number:</b> 05-136 KAH
	<b>Proposal Title:</b> Transit Interactive Voice Response System
	<b>Opening Date:</b>
	<b>Firm Name:</b>
<b>U R G E N T</b>	